



STATE OF WEST VIRGINIA  
OFFICE OF THE ATTORNEY GENERAL  
DARRELL V. MCGRAW, JR.  
CONSUMER PROTECTION DIVISION  
1-800-368-8808 or 304-558-8986

## Press Release

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**FOR IMMEDIATE RELEASE**

Contact: Norman Googel  
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**ATTORNEY GENERAL DARRELL MCGRAW REFUNDS \$250,000 PAID BY WEST VIRGINIA CONSUMERS IN OVERCHARGES TO CAMBRIDGE CREDIT COUNSELING CORP. OF AGAWAM, MASSACHUSETTS**

Attorney General Darrell McGraw secured a settlement agreement with Cambridge Credit Counseling Corp. ("Cambridge") of Agawam, Massachusetts that will result in refunds of \$250,000 to hundreds of West Virginia consumers who were overcharged for the company's services. Cambridge assists consumers facing dire financial circumstances in making payment agreements with creditors, commonly known as "debt management plans."

Consumers seeking help with debt increasingly go to the Internet seeking solutions. Online, consumers find an endless stream of companies with slick web sites providing little to no help for these cash-strapped consumers and charging exorbitant fees for services that they may or may not provide.

Attorney General McGraw's office determined that Cambridge was providing a legitimate service that genuinely assisted consumers in making debt management plans with their creditors. However, prior to October 2005, Cambridge charged consumers an up-front fee that was not used to pay off the consumer's debt and was also charging consumers a monthly service fee of 10%. West Virginia's "debt pooling" statute that governs debt management plans prohibits companies from charging up-front fees and caps monthly service fees at 7% of the consumer's monthly payment to the debt management plan.

Attorney General McGraw stated, "Despite concerns about Cambridge's practices in the past, Cambridge has demonstrated that it is now one of the 'good guys' in an industry that is coming under increasing scrutiny by state and federal regulatory agencies. My office plans to continue its vigilance over the debt relief industry to ensure that West Virginia consumers receive the genuine help they need and are not further victimized by companies that take their money and run."

Any person wishing to file a complaint about any consumer matter or to alert the Attorney General about unfair or deceptive practices may do so by calling the Consumer Protection Hotline at 1-800-368-8808 or by downloading a complaint form from this site.

**To download and print a complaint form, please click on the *General Consumer Complaint Form* link at the top of this page.**

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